

NASA SHARED SERVICES CENTER

# Extended TDY Assistance Service Delivery Guide

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**Approved by**

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# Document History Log

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# Extended TDY Assistance Service Delivery Guide

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## Introduction

The NSSC is responsible for providing assistance to individuals authorized by NASA for extended TDY travel.

*The NSSC provides the following service in accordance with Federal Travel Regulations (FTR) 301, and NASA policy guidance.*

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## Extended TDY Assistance

### Roles & Responsibilities

Roles and Responsibilities	Action	Tips
<p>Step 1</p> <p><b>NASA Center</b></p> <p>Notify NSSC of Extended TDY</p>	<p>Travel preparer or traveler notifies NSSC via the Extended TDY Questionnaire of an impending extended TDY assignment. This notification includes information such as the name of the employee, the duration of the TDY and contact information</p> <p><b>Output:</b> Traveler sent Extended TDY Assistance Training</p>	
<p>Step 2</p> <p><b>NSSC (SP)</b></p> <p>Ex-TDY Orientation</p>	<p>Traveler is sent via e-mail instructions for accessing the EXT TDY training via SATERN. Through the training, the traveler will receive orientation of Extended TDY policies, procedures and entitlements. Traveler access to the training is tracked through SATERN</p> <p><b>Output:</b> Traveler oriented and ready for assistance</p>	
<p>Step 3</p> <p><b>NSSC (SP)</b></p> <p>Assist Employee</p>	<p>NSSC assists the employee on extended TDY policies, procedures and entitlements in accordance with Federal Travel Regulations and NASA's Financial Management Requirements. A checklist is utilized.</p> <p><b>Output:</b> Employee assistance</p>	<p>Federal Travel Regulations</p> <p>NASA Financial Management Requirements</p> <p>Appendix: A (Extended TDY Assistance Checklist)</p>

Roles and Responsibilities	Action	Tips
Step 4 <b>NASA Center</b> Employee/Preparer Builds Authorization	The employee/preparer completes the Extended TDY authorization in Travel Manager  <b>Output:</b> Proposed TDY authorization	
Step 5 <b>NASA Center</b> Approve/Fund Extended TDY	The NASA Center authorizing official approves/funds the extended TDY authorization  <b>Output:</b> Approved TDY	
Step 6 <b>NASA Center</b> Submit Travel Vouchers	The employee/preparer submits travel vouchers and receipts. Employee electronically signs voucher  <b>Output:</b> Voucher Payment	
Step 7 <b>NSSC (SP)</b> Customer Satisfaction Survey	NSSC will conduct surveys of assisted travelers to measure customer satisfaction. The survey will be sent no later than two months after established TDY departure date  <b>Output:</b> Customer Satisfaction Metrics	

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## Metrics

Initiating Office/Entity	Deliverable (Output)	Receiving Office/Entity	Metric
<b>NSSC (SP)</b>	Conduct customer satisfaction survey for assistance	Traveler	Within 2 months of extended TDY departure date

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## Privacy Data

All participants involved must ensure protection of all data covered by the Privacy Act.

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## System Components

### Existing Systems

[Use system descriptions from RFP J-03 Technical Exhibit 9 (TE 9 – Existing IT Systems)]

IT System Title	IT System Description	Access Requirements	IT System Interfaces
None			

### New Systems

[Use system descriptions from RFP J-03 Technical Exhibit 8 (TE 8 – New IT Systems)]

Generic System Title	Business Requirements for System	Access Requirements	IT System Interfaces
	[List specific business requirements for the activity]	[List roles that receive access]	



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## Contact Center Strategy

Each activity requires a clearly defined contact center strategy which answers the question "Who will answer the call and handle the request" and defines the escalation parameters for the activity. Because of the varied nature of the NSSC's activities and volume of transactions, each activity has a unique contact center strategy. Refer to the NASA Shared Services Center Customer Contact Center Service Delivery Guide (3.5.1) for the contact center strategy for this activity.

## Appendix A

### Extended TDY Assistance Checklist

<b>Extended TDY Assistance Checklist</b>		<div style="border: 1px solid black; padding: 2px; display: inline-block;">Print Form</div>
<b>Current Date:</b> <u>12/6/06</u>		
Traveler's Name: _____		
Telephone: _____	Email: _____	
Center: _____		
Dates of Travel: From: _____ To: _____		
Location: From: _____ To: _____		
Purpose: _____		
Has traveler been on EXT TDY to this location before? _____		
If yes, when? From: _____ To: _____		

**Definitions:**

- ☐ **"Reduced Rate"** is the flat rate allowed for each full day at Extended TDY location. Individuals that are on Short or Long-Term Extended TDY assignments will be reimbursed 65% or 55% of the maximum per diem rate established by GSA for that location. (FMR 301-11.203)
- ☐ **"Daily Fixed Lodging Costs"** are used on monthly vouchers when the traveler is on annual leave for more than ½ day, return to PDS, or on secondary travel.

Will Traveler be requesting a cash advance? \_\_\_\_\_

- ☐ The government issued travel charge card should be used whenever possible for cash advances (FMR 301-71.305)
- ☐ Must be authorized on travel orders (FMR 301-71.305)
- ☐ The maximum amount of a cash advance is for 45 days at the reduced rate (FMR 301-71.305)
- ☐ Beginning on the second monthly voucher, equal deductions will be made to reclaim the advance (FMR 301-71.305)

Will family/pets be accompanying Traveler? \_\_\_\_\_

- ☐ There is no authority for NASA to pay per diem expenses for any family members who are not NASA employees at the Extended TDY site. An employee who decides to take family members along on the Extended TDY assignments should be prepared to pay for all their related expenses. (FMR 301-11.213)

Is spouse a government employee on detail also? \_\_\_\_\_

- ☐ One will receive reduced per diem rate (FMR 301.214)
- ☐ The other will receive 75% of the M&IE (FMR 301.214)
- ☐ If no lodging is required, travelers will be reimbursed 55% or 65% of the M&IE rate (FMR 301.214)

**Transportation:**Travel to TDY location: ☐ AIR ☐ POV ☐ Rental Car ☐ Other \_\_\_\_\_☐ Air

- ☐
- On the day of travel, the traveler will be paid 75% of M&IE plus lodging NTE allowable lodging rate for extended TDY location.

☐ POV

- ☐ Minimum of 300 miles must be driven per day to receive per diem for that day (FTR 302-4.201)
- ☐ The first day of travel, employee is entitled to payment of 75% of M&IE at the location where traveler spent the night
- ☐ If no lodging is required on the first day of travel, employee is entitled to payment of 75% of M&IE at the destination, provided traveler is in a travel status of more than 12 hours.
- ☐ For each full day of travel an employee is in a travel status and lodging is required, they are entitled to payment of full per diem for the locality where they spent the night
- ☐ For each full day of travel an employee is in a travel status and lodging is NOT required, they are entitled to the per diem allowance at the destination M&IE rate.
- ☐ For the day of arrival at the extended TDY station, the per diem allowance will be the same as a full calendar day of enroute travel.
- ☐ Day after arrival at extended TDY location begins payment of reduced per diem for that location. (FMR 301-11.207)
- ☐ POV authorized if cost advantageous to the government, if not then constructive voucher is required.

☐ Rental Car

- ☐
- An employee, who has been authorized use of a POV on a personal preference basis, or as advantageous to the Government, can be authorized use of a rental car. However, it must be justified as advantageous to the Government and not merely a personal convenience. An employee should never be authorized a rental car at the TDY site because the family accompanied the employee who needs use of the POV. (FMR 11.211)

☐ OtherShipping of HHG: ☐ Ground ☐ U-Haul ☐ Air

- ☐
- Excess baggage not to exceed 350 lbs., or the carrier's minimum weight not to exceed 1,000 lbs. and baggage should be transported in manner most effective to the Agency (FMR 301-11.225)

## When driving:

- ☐ Travelers may ship (UPS/Federal Express, etc.) **ground** service up to 350 lbs. in addition to what they can carry in their POV, if authorized.
- ☐ Travelers may rent a trailer (U-Haul, etc.) to carry any additional items to the extended TDY location. However, a cost comparison is required from the traveler showing that renting a truck is more advantageous to the government than the cost of airfare plus excess baggage or POV plus shipment of 350 lbs.

## When flying:

- ☐ Excess baggage is allowed up to 350 lbs. or the carrier's minimum weight not to exceed 1,000 lbs.

Transportation **at** TDY location: ☐ POV ☐ Rental Car ☐ Taxi☐ POV

- ☐ Metro fare/mileage to TDY location from lodging (may be reimbursed if rental car is not authorized) (FTR 301-10.303)
- ☐ Gas will not be reimbursed.

☐ Rental Car

- ☐ The use of a rental vehicle must be advantageous to NASA and must be specifically authorized. (FMR 301-10.450)
- ☐ Intermediate size rental cars are the standard size rental cars to be authorized for TDY. (FMR 301-10.450)
- ☐ Authorization is required for other than lowest cost rental company in terminal. (FMR 301-10.450)
- ☐ Any upgrade should be authorized prior to commencement of travel. (FMR 301- 10.450)

☐ Taxi

- ☐ When authorized, NASA will reimburse the full amount of transportation costs (mileage) for local travel. (FMR 301-10.420)

NASA has determined that a reasonable tip for commercially operated local transportation such as a taxi is a maximum of 15% of fare. (FMR 301-10.420)

Transportation **to** Permanent Duty Station (home trips): ☐ POV ☐ Air

- ☐ If authorized, trips to home center every three weeks, not to exceed 17 trips per a one year assignment. (FMR 301-11.23)
- ☐ Rental car cannot be used at home station unless on official business. (FMR 301-10.450)
- ☐ On day of departure from extended TDY location and on day of return to extended TDY location, traveler is entitled to 75% M&IE plus fixed lodging at the extended TDY location.
- ☐ No per diem (lodging or M&IE) is paid at the home center.
- ☐ Travelers will receive fixed lodging costs on their monthly voucher for the days they were at their home center.

**Lodging:**

## Lodging Accommodations:

- ☐ Conventional Lodging      ☐ Government Quarters  
☐ Lodging with Friends/Family      ☐ Non-conventional Lodging  
☐ Recreational Vehicles      ☐ Other

☐ Conventional lodging (Hotel/motel, boarding house, one bedroom apartment) (FMR 301-11.216)

☐ Furnished one bedroom or efficiency apartment

\*If not furnished, appropriate and necessary furniture can be rented

☐ Connection, use and disconnection of utilities

☐ Basic telephone usage fee (no long distance)

☐ Basic cable TV service (no premium channels)

☐ Internet Service

☐ Cost of Reasonable fees for cleaning service if not included in lodging charge

☐ Dry Cleaning

☐ Non-refundable deposits on lodging

☐ Fees incurred as a result of breaking a lease as long as extended TDY is cancelled by NASA

☐ Required usage fees (i.e. gym, pool, etc.) should be included in fixed lodging cost

☐ Required garage fee should be included in fixed lodging costs.

☐ Government Quarters (FTR 301-11.12)

☐ Traveler will be reimbursed, as a lodging expense, the fee or service charge you pay for use of the quarters

☐ Lodging with Friends or Relatives (FTR 301-11.12)

☐ Traveler may be reimbursed for additional costs your host incurs in accommodating you only if you are able to substantiate the costs and your agency determines them to be reasonable. You will not be reimbursed the cost of comparable conventional lodging in the area or a flat "token" amount.

☐ Non-conventional Lodging (FTR 301-11.12)

☐ Traveler may be reimbursed the cost of other types of lodging when there are not conventional lodging facilities in the area or when conventional lodging facilities are in short supply because of an influx of attendees at a special event.

☐ Recreational Vehicle (FTR 301-11.12)

☐ Traveler may be reimbursed for expenses (parking fees, fees for connection, use, and disconnection of utilities, electricity, gas, water and sewage, bath or shower fees, and dumping fees) which may be considered as a lodging cost.

☐ Other:

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**MISC:**☐ Weekends

- ☐
- Traveler is paid full extended TDY rate for weekends as long as they are not in a leave status both on Friday afternoon and Monday morning. (FMR 301-11.21)

☐ Leave☐ Annual Leave

- ☐
- Travelers will only receive fixed lodging costs on their monthly voucher if they take ½ or more of any work day (FMR 301-11.21)
- 
- ☐
- Travelers will only receive fixed lodging costs on non-work days if they are in a 'leave status' at the ending of the work day before and the beginning of the work date after non-work days. (FMR 301-11.21)

☐ Sick Leave

- ☐
- If travelers take sick leave, they will receive the regular extended TDY rate (FMR 301-11.21)

☐ Secondary Travel - travel performed at another location (other than the Permanent Duty Station)

- ☐
- Fixed Lodging Cost should be authorized at the extended TDY location; while on secondary travel, travelers cannot claim M&IE at the extended TDY location.
- 
- ☐
- Travelers will receive the Fixed Lodging Costs on their monthly extended TDY voucher for the days they were on secondary travel.
- 
- ☐
- Monthly extended TDY vouchers should have the secondary travel dates and authorization number annotated in the comments section.

☐ When short term extended TDY turns into long term extended TDY

- ☐
- If during
- regular travel**
- of 30 days or less, NASA management decides that the duration of the assignment will exceed an additional 30 days; or, if a second extension is authorized, the reimbursement rate change will be effective on the date the authorizing official makes the determination that an extension is required.
- 
- ☐
- If during a
- short term assignment**
- of 120 days or less, NASA management decides that the duration of the assignment will exceed 120 days, the reimbursement rate change will be effective on the date the authorizing official makes the determination that an extension is required.

**ITRA**

- ☐ When it has been determined that travel will be extended over 365 days, the NSSC will begin deducting federal taxes from the monthly vouchers.
- ☐ The amount of deduction is determined by the IRS for all taxable reimbursements.
- ☐ This information is then forwarded to DOI (Dept. of Interior) and must be sent to the traveler for filing of their ITRA.
- ☐ Returning to the PDS and creating a new set of orders to return to the same extended TDY location does not circumvent the fact that the extended TDY is taxable if the total from both sets of authorizations exceed one year.
- ☐ Unexpected extended stays over 365 days result in withholding of taxes retroactive to the date the authorizing official made the determination that extension of duty was required.

**Filing Travel Vouchers**

- ☐ Initial start up voucher may be filed before the first monthly voucher
- ☐ Vouchers should be filed monthly:
  - ☐ Submit a copy of signed lease agreement with the first monthly voucher
  - ☐ Submit a copy of utility bills as soon as they are received
  - ☐ Submit a copy of any receipts for items over \$75.00
  - ☐ Receipts should be faxed to the NSSC (1-866-779-6772) using the NSSC Travel Fax Cover Sheet Form 0023 (<http://www.nssc.nasa.gov/customerservice/fm/cto/forms/index.htm>)
- ☐ Vouchers may be held from processing by the NSSC until all required documentation is received

**Foreign Extended TDY**

- ☐ For TDY assignments of more than 30 days and not more than 120 days, the traveler will be reimbursed 65% of the maximum per diem rate established by the State Department for that location, rounded up to the nearest dollar.
- ☐ For long term extended TDY assignments of more than 120 days, the traveler will be reimbursed 55% of the maximum per diem rate established by the State Department for that location, rounded up to the nearest dollar ([www.state.gov](http://www.state.gov)).
- ☐ Travelers from the JSC Astronaut Program who travel to Russia on Extended TDY are allowed full per diem for the duration of their stay in Russia. **This is only for the JSC Astronaut Program.**

[Print Form](#)